

UNIVERGE® SV9300 COMMUNICATIONS SERVER



Smart Communications for Small and Medium Business



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Choose the SV9300

Communications technology is rapidly changing.

Competitive businesses come in all sizes, but successful enterprises always have one thing in common: great teamwork. In the age of increasingly disparate working locations and job complexity, communications play a crucial part in achieving business success.

Today's smart SMBs must be powered by smart solutions. That's why NEC provides you with the broadest range of industry specific communications solutions—so you can easily make quicker, more informed business decisions, drive loyalty, and keep ahead of your competitors.

NEC's UNIVERGE® SV9300 is the unified communications solution of choice for SMBs that don't want to be left behind.

Today's economic environment is a challenge for businesses of all sizes. To stay competitive, SMBs need to have the right tools that enable them to be more efficient, flexible, and productive. NEC has built smart SMB solutions that leverage technologies to optimize business practices, drive workforce engagement, and create a competitive advantage.



Our UNIVERGE SV9300 platform is a powerful communications solution that is designed to fit your needs, and provides competitive businesses with the high-efficiency and easy-to-deploy technology that they require.

Reliable, scalable, adaptable and easy-to-manage, the SV9300 is built on cutting-edge technology that supports voice, unified communications and collaboration, unified messaging and mobility out-of-the-box, all the while remaining easy to manage.

At a Glance

- Powerful IP unified communications
- Voice/UC/UM delivered as an integrated solution
- Simplified user licensing
- Comprehensive contact center suite
- Broad range of mobility applications and devices
- Vertical market-specific solutions
- Wide-range of end-points
- Single point configuration and management
- 19-inch stackable chassis architecture
- Multi-Line SIP Client, Multi-Carrier Support
- Delivers on NEC's green initiatives
- Safeguards your investment



Business Agility

Adaptive IT and empowered mobile workforces that are more responsive to business.



Cloud Delivery

Flexible deployment models that enable business growth and increased efficiencies.



Collaborative Communities

Powerful tools that provide a rich user experience for collaboration across organizations.



Assured Services

Highly available, secure and scalable infrastructure designed for business continuity.

Grow Your Business with Smart Communications

Work together - even though you're apart.

Competing in today's business environment requires agility—when meeting challenges, making decisions and delivering products and services. With more than 110 years of excellence in both Information and Communications Technologies (ICT), NEC shares its vision through its award-winning communications technologies

Redefining SMB Communications

The smart SMB innovates by leveraging the best and most current information technologies, tools and products. NEC has created a full set of unified communications and collaboration applications that operate in conjunction with our telephony products, acting together as part of a fully converged easy-to-use IT solution.

Innovating for the Future

NEC's experience and innovation enable new approaches to how IT services are managed and delivered. Cloud delivery, business agility, real-time collaboration and reliance on assured services are becoming essential foundational requirements for the success of the smart and secure SMB. These pillars are part of a rapidly evolving technology foundation by means of which NEC is creating new ways for businesses to grow.

Keeping in Control

- Centralized, intuitive and open management system
- Single point of entry, open interfaces and optimum fit in IT environments
- Better and easy insight in fixed and mobile call costs
- 4 System packages to meet system redundancy needs:
 - Basic System
 - Remote System
 - Dual CPU System
 - Failover CPU System



Make Smart IT Investments

Interruption of communications services means downtime for your business, customers, and loss of revenue.

No one wants a communications system that's difficult to use and even harder to maintain and protect. That's why NEC's SV9300 platform is one of the easiest to configure Unified-Communications-capable systems on the market.

Maintain IT more Efficiently

The SV9300 easily integrates with existing IT technology as a fully interoperable digital or IP system. The user-friendly management interface streamlines system administration, giving your IT department one personalized portal to administer the entire communications system. Voice, Unified Communications, and Voicemail will all be managed from one central location.

Invest in Your Organization's Future

Intelligent decision making starts with qualified information. The SV9300 comes with an extended 5-year warranty and future-proof technology that meets the demands of your multi-generational employees. NEC has the highest level of customer satisfaction among Unified Communication vendors, and also brings you an incredibly smart investment. Our Unified Communications platforms have been recognized by industry experts as having some of the lowest total costs of ownership on the market.



Make Collaborating easier with UC

Connection and collaboration are key to keeping communications running swiftly in any organization.

The right communications solution can significantly impact your team's productivity. That's why it is imperative that you utilize a communications platform that gives your team the tools that enable them to do more with less.



Unify Your Communications, Messaging, and Collaboration

NEC's SV9300 UC suite of applications for SMBs gives you the communication tools you need to streamline communications and information delivery. With this powerful, manageable solution your information is centralized and messages unified, so your employees can efficiently manage day-to-day business and real-time communications easily.

SV9300 UC's empowered user is able to dictate and manage how, when and where he/she wants to be reached via the desktop and mobile clients. And with the help and inclusion of single number reach, an integrated softphone, call forwarding and voice/video conferencing and collaboration you can ensure that your customers can reach whomever they need to, when they need to. It also provides you with the option of using the desktop client as a standalone application or integrated with your Microsoft® Office Outlook® client.

With SV9300 UC, your employees retain ownership of their communications. They can set their schedule and their phone rings accordingly, also launch a meeting or customer service session and manage it directly from their desktop. SV9300 UC gives your employees exactly what they want, unencumbered communications tool that they control.

SV9300 UC Suite of Applications for SMBs Include:

- Presence
- Call Control
- Instant Messaging
- Group Chat
- Mobility
- Collaboration
- Voice/Video Conferencing
- Outlook 2010/2013 presence integration
- Organization/skill search
- Multiple ringing of devices
- Move call among multiple devices

Unify Your Messages Easily

Communication between you and your customers should never be difficult.

Your customers expect to be able to get in touch with you easily. They don't want long wait times. They hate dropped calls, and they will demand smart contact capabilities. To be responsive to these needs, your employees must have tools at their disposal that help eliminate long call holds, incorrect call routing, and lost messages.

Maximize Customer Satisfaction

NEC's Unified Messaging (UM) solution is the answer for small and medium businesses wishing to maximize customer satisfaction. As customers call your business, an instruction menu announcement will play providing them with a choice of dialing options. From there, they can simply direct themselves to the party whom they are calling without ever being placed on hold or having an operator drop their call.

Automate Your Communications

The SV9300 UM system automates your communications by providing your business with one voicemail system complete with integrated voice messaging capabilities and automated attendant features. Our UM solution increases user productivity by providing them with enhanced call control and an easy-to-use management interface.

With the additional productivity features that UM provides, your users will be able to save, delete, or keep as new any voice message that has been forwarded to your email system, letting you empower your team to simplify message management and streamline business communications on their own—right from their desktop.



Voicemail Features:

- Conversation Recording
- Answering Machine Emulation
- Fax Detection
- Find-Me/Follow-Me
- Cascading Message Notification
- Email Notification Save/Delete/ Keep as New Support
- Centralized Voicemail
- Interactive Softkeys
- Message Count Display
- Programmable Voice Prompts
- Download Selected Messages to a PC as .WAV Files
- Message Forwarding
- Remote or Local Message Notification (on or offsite)
- and more...

Automated Attendant Features:

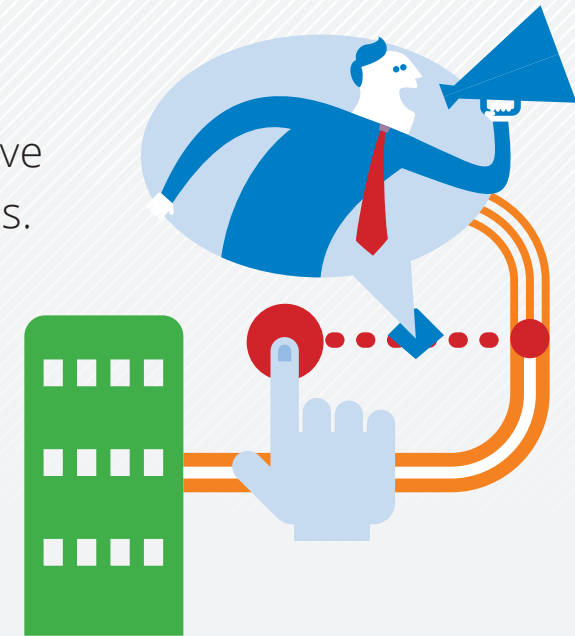
- Answer Schedule Tables
- Park and Page
- Capture Caller ID
- Single Digit Transfer
- Multiple greetings based on time of day/night, day of week, holiday and incoming outside line.



Provide Smart Mobility Options

Organizations need mobile applications that keep them competitive and offer enhanced communication tools for on-the-go employees.

Your employees are changing and so is their work style. Our society is more social, mobile and connected than ever before. Your employees depend on communication tools that accommodate flexible workspaces and allow them to roam freely wherever they are: in the office or outside. The SV9300 gives your staff smart and reliable mobile applications that enhance their ability to provide quality customer service.



Stay Connected in Any Location

NEC offers many mobility solutions designed to fit specific needs. Our SMB Mobility solutions have been designed to give your employees freedom and flexibility through the use of one phone extension and voice mailbox that travels with them and provides them with access to a wide range of UC capabilities.

SV9300 UC Mobility allows users to set up their phones to ring on the device of their choice. The phone is also set up according to pre-set rules that consider your current status/availability and who it is that is trying to reach you.

Regardless of where you are or who is calling, your office extension will always be your caller ID. And, with the addition of the SV9500 UC's mobility application, you can provide your employees with enhanced coverage on their mobile devices (iOS and Android) anywhere there is Wi-Fi or 4G. Your employees will gain a consistent user experience and tool-set, regardless of which smart device — Apple or Android, tablet or mobile phone — that they are using.

Mobile Features Include:

- Single number reach and centralized, visual voicemail
- Enhanced Mobile Presence features
- Federation with other UC applications/platforms enabling real-time access to communications and presence data from external systems
- Native Apple® iPhone® and Android™ applications including IM and optional video/collaboration integration
- An easy-to-use interface for setting contact rules and changing status
- Enterprise dialing, presence-enabled directory and call history via desktop, web-enabled cell, or iPhone/Android phones
- Seamless, uninterrupted call transfer between mobile and desktop phones
- Integrates seamlessly with uMobility option for dual-mode capabilities
- Quick messaging for social networking with colleagues
- Increased customer satisfaction



Employ your Smartest Contact Center

Communication between you and your customers should never be difficult.

Today's customers expect to be able to communicate with your business on their own time in whatever way they choose.

Make it Easy to Connect and Enhance Customer Experience

UC for Enterprise (UCE) Contact Center suite provides you with all the tools necessary to make each interaction between your customers and your business quick and easy. Between improved response times, reduced abandon rates, lower operating costs and increased revenues, both you and your customers will see a return on your investment with the installation of the SV9300 and the UCE Contact Center Suite.

The UCE Contact Center Suite offers:

- > Skills-based routing centered on the caller's area code, caller ID, account code and auto attendant selection
- > The ability to set caller expectations with estimated time-to-answer and spoken queue depth information
- > Gives callers the option to request an immediate or scheduled callback when the wait time is long
- > Custom announcements to callers in queue with useful information and offers
- > Gives callers the ability to reach the appropriate agent based on menus and selections

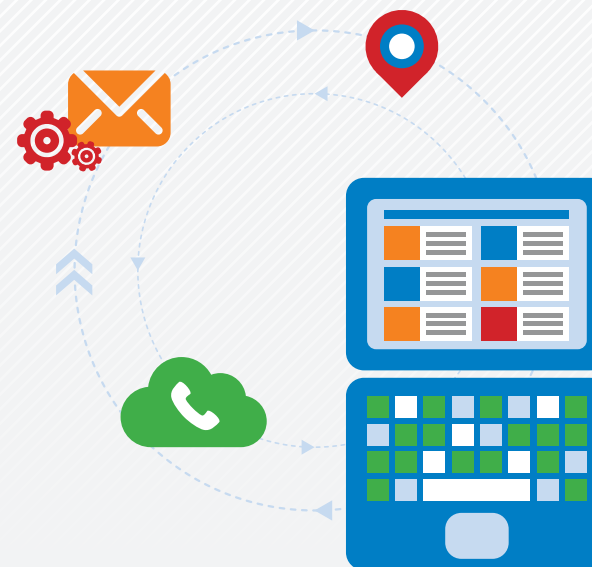


Simplify Your Purchase Decisions

Confusion and agitation are a thing of the past with the simplified User License structure.

NEC has streamlined and simplified its User License Structure.

Our new-improved Licensing Structure gives both technology and financial decision makers the opportunity to anticipate user cost and the application access each user will receive based on the License Package purchased.



Basic User License Package

The Basic User License Package is designed for the regular IP voice users—the average employee who works in Finance, Human Resources, etc. It provides the administrator with System Management and Single Point of Entry.

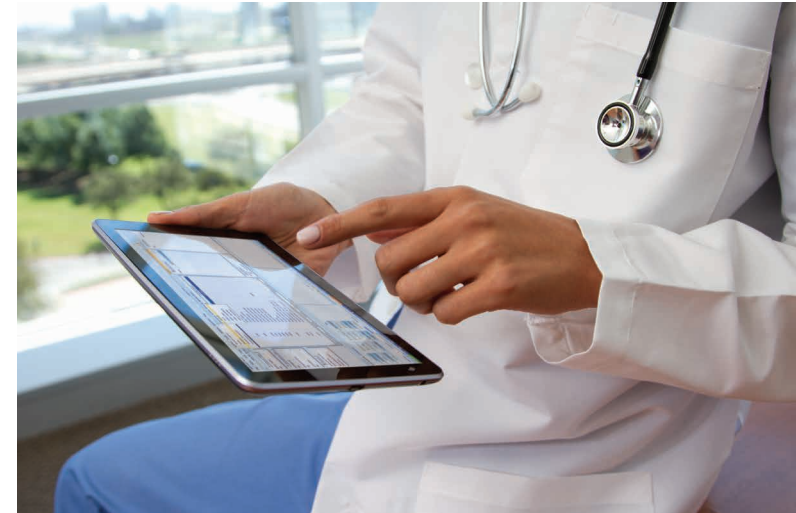
Standard User License Package

The Standard User License Package is designed for the constant UC user. It provides the administrator with System/Voice Mail Management and Single Point of Entry. Each Standard user gets access to standard UC desktop/mobility, Voicemail with Unified Messaging.

Standard Plus User License Package

The Standard Plus User License Package is designed for the constant UC user who needs either more desktop softphone and UC mobility softphone capabilities. It provides the administrator with System/Voice Mail Management and Single Point of Entry. Each Standard Plus user gets access to standard UC desktop/mobility features, Voicemail with Unified Messaging. Also, the Standard Plus User provides more mobility options for remote workers, frequent travelers and mobile workers.

	Basic User	Standard User	Standard Plus User
IP Client: Provides for both standard SIP and NEC SIP users.	✓	✓	✓
UC Manager : 1 Extension/ Voice Mail/ Assistant License (Standard Plus has qty 2 Licenses)	✓	✓	✓
Voice Mail: Voice Mail box with Unified Messaging	✗	✓	✓
UC Desktop and Mobile Feature	✗	✓	✓
Softphone : Desktop/Mobility Softphone	✗	✗	✓



Customize your Solution by Industry

Communications technologies should cater to your needs, not the other way around.

NEC has a rich history providing communications technology solutions tailored for Hospitality, Healthcare, Education, Government, Finance, Manufacturing and Transportation based organizations. If you're looking for a communications solution that meets your industry's individual needs, we're the people to talk to.

In Your Hotel

A hospitality environment presents the ultimate challenge for customer service employees, and the SV9300 caters to these needs perfectly. With the demand for a mobile connected workforce growing in the hospitality industry; efficient communications are critical to maintaining high-quality guest services. SV9300 Users get access to robust hospitality centric offerings such as the SV9500 UC Attendant's HotSOS integration which optimizes hotel operations and improves efficiency. Your staff will be able to be productive regardless of location — resulting in increased responsiveness to guest needs.

At the Hospital

Every Hospital administrator wants to streamline clinical workflows and enable better patient care. The SV9300 lets hospitals meet the challenges of healthcare information sharing head on. From managing the flow of the patients in the reception area, to ensuring that physicians, nurses and staff can be reached from one phone extension wherever they may be in the hospital. The SV9300 is a unique solution that reduces the administrative and process-driven strains on your IT system, so your staff can get back to what they do best: caring for patients.

For the Government

International and regional airports experience many emergencies in today's ever changing way of life. Quick response times and emergency department communications are vital when reacting to emergency situations. The SV9300 airport emergency kit brings all emergency departments together in a time of crisis when time and personnel need to be coordinated with precision.



Supply Freedom of Choice

Personalization is important to the creation of a smart work environment with motivated personnel.

Running your business on an outdated system or forcing employees to use old devices that are ill equipped to handle their multi-faceted communication needs is bad for business. That's why the UNIVERGE SV9300 platform supports the latest range of NEC desktop and mobile endpoints, including the UNIVERGE® DT800/DT400 series, and voice over WLAN and IP Digitally Enhanced Cordless Telephone (DECT) mobile handsets.

Call from your Desk Phone

For those interested in keeping handsets stationary:

NEC's innovative desktop endpoint design is intended to deliver maximum deployment flexibility, while modularity allows for multiple combinations that fit any and all business niches or personalization requirements.

Call from your Personalized Mobile Phone

For those interested in providing a mobile handset:

NEC's WLAN and DECT telephones give your employees secure, crystal-clear communications as they roam about your company's premises, or anywhere else there is coverage, while providing all of the features and functionality of a desktop phone with standard mobile enhancements such as text messaging, push-to-talk, programmable keys and integration with third party applications.

Reasons to choose UNIVERGE Desktop Telephones

- **Modular construction** – the interchangeable design provides easy and cost-effective upgrades, helping to future-proof your investments
- **Customizable design** – choose from a range of add-on line key modules, faceplates, LCDs, keypads and even printable side panels
- **Customizable function keys** – can be adapted to the exact individual requirements of your business
- **User-friendly interface** – little or no staff training required
- **Wireless Adapter** – allows placement of telephones anywhere within range of wireless network



Reinvent the Desktop Telephone

Communication continues to evolve each day, and to keep up, so must your desktop telephone.

The increasing technological innovations of smartphones and tablets has led to the creation of a new breed of desktop phone. NEC's new UNIVERGE UT880 integrates the traditional desktop telephone and an Android tablet into one device that provides you with an innovative, feature-packed desktop phone that revolutionizes your calling experience.

NEC's UNIVERGE UT880 Takes it to the Next Level by offering:

- > A full seven-inch color display with four-finger multi-touch capabilities
- > UNIVERGE Multi-Line client that emulates any NEC telephone
- > Full SV9300 platform voice functionality and hands-free speakerphone
- > Integrated Bluetooth capability
- > Voice support through Wi-Fi
- > Built-in camera for video conferencing
- > Android OS support
- > Multiple login support
- > USB port

The UNIVERGE UT880 also provides you with access to your NEC UCE desktop client. All UC functionality from corporate directory, presence, instant messaging, unified messaging and call control is available at your fingertips.



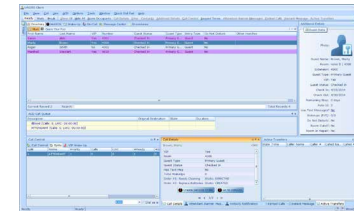
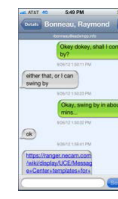


Summing it Up

Enhanced User Experience

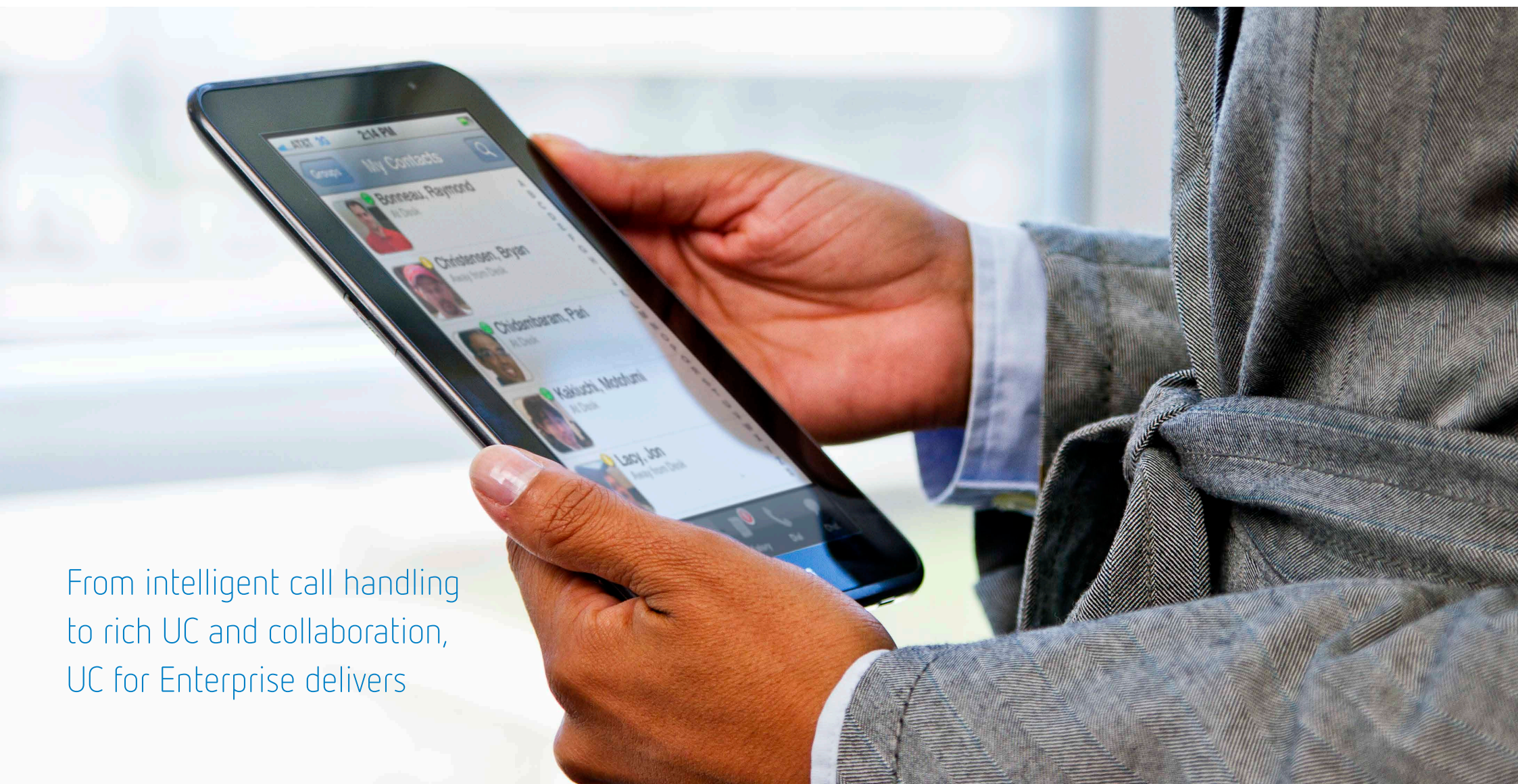


Increased On-Site Mobility



Anywhere, Any Device, Any Location Access

Improved Productivity & Efficiency Apps



From intelligent call handling
to rich UC and collaboration,
UC for Enterprise delivers



For further information please contact your local NEC representative or:

Corporate Headquarters (Japan)

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www.nec.com

North America (USA & Canada)

NEC Corporation of America
www.necam.com

NEC Enterprise Solutions

NEC Europe Ltd
www.nec-enterprise.com

APAC

NEC Asia Pacific Pte Ltd
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